



PORT COMMUNITY SYSTEM OF PAKISTAN

USER MANUAL

SL Association - Shipping Agent

This manual entails the User Management, configurations, look up table setup and workload management.



2026

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1. Introduction

Welcome to the Port Community System - PortVerse User Manual, your comprehensive guide to understanding this digital platform. PortVerse is designed to optimize, digitize, and integrate port operations, logistics processes, and regulatory procedures across Pakistan's maritime ports. It aims to enhance inter-agency coordination, streamline cargo management, and replace outdated, paper-based processes with efficient digital workflows. As an integral part of the Pakistan Single Window (PSW) initiative, PortVerse serves as a centralized hub, connecting port authorities, terminal operators, customs, logistics providers, and other stakeholders. This integration facilitates smoother, faster, and more transparent port operations, reducing congestion and aligning with the broader PSW framework. PortVerse is not just a tool for managing daily operations, but a strategic asset aimed at modernizing Pakistan's maritime trade environment, making it more competitive on the global stage. This manual will guide you through PortVerse's features and functionalities, providing the knowledge and tools you need to navigate and leverage the platform for enhanced efficiency and productivity.

2. Background

As a signatory to the WTO's Trade Facilitation Agreement (2015), Pakistan committed to establishing a 'National Single Window' (NSW) as a 'Category C' obligation, effective from 22nd February 2017. To fulfill this commitment, the Government of Pakistan enacted the Pakistan Single Window Act, 2021, designating Pakistan Customs as the Lead Agency. In line with this, Pakistan Customs established the Pakistan Single Window Company (PSWC), a not-for-profit organization under the Companies Act, 2017, to implement the PSW program. The PSWC has been designated as the Operating Entity under the PSW Act, responsible for developing and maintaining the PSW portal in collaboration with 77 public sector entities involved in regulating cross-border trade in Pakistan. The PSWC's role includes digitizing the processes of these entities, which will reduce time and costs, increase compliance, and significantly benefit economic operators such as importers, exporters, freight forwarders, clearing agents, shipping companies, and transporters. Additionally, the PSW program's implementation will enhance government controls and transparency.

The Port Community System (PCS), a core component of the PSW system, is designed to optimize, digitize, and integrate port and logistics processes and regulatory procedures. Its objectives include improving cargo management, enhancing inter-agency coordination, creating better B2G and B2B linkages, reducing port congestion, and ultimately saving time and costs for traders.



3. Salient Features of PortVerse:

- i. **Centralized Information Hub:** Platform for sharing information among all port stakeholders, including shipping lines, terminal operators, customs, and logistics providers.
- ii. **Real-Time Data Exchange:** Real-time exchange of data between various entities, improving coordination and decision-making.
- iii. **Single Window Access:** Offers a single window for submitting all necessary documentation and information required by various authorities, simplifying administrative processes.
- iv. **Automated Processes:** Streamlines and automates port operations, such as cargo tracking and vessel scheduling, reducing manual errors and processing times.
- v. **Integration with External Systems:** Seamlessly integrates with systems like PSW, WeBOC, and TOs to ensure a smooth flow of information across the port ecosystem.
- vi. **Enhanced Security:** Employs robust security protocols to protect sensitive data and ensure compliance with regulatory requirements.
- vii. **Customizable and Scalable:** Offers customizable modules to meet the specific needs of different ports and scalable to accommodate new functionalities.
- viii. **Analytics and Reporting:** Features powerful analytics and reporting tools to monitor port performance, identify trends, and optimize operations.
- ix. **User-Friendly Interface:** Designed with an intuitive interface that allows users to navigate the system easily, improving user adoption and efficiency.
- x. **Compliance Management:** Ensures that all operations and transactions comply with local and international regulations, minimizing the risk of non-compliance.

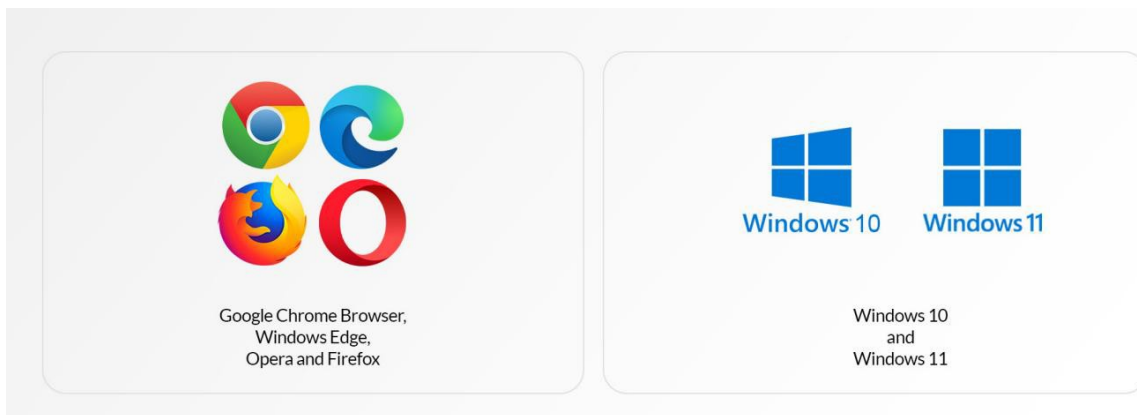


4. Pre-Requisites for Cross Border Trade and Financial Transactions

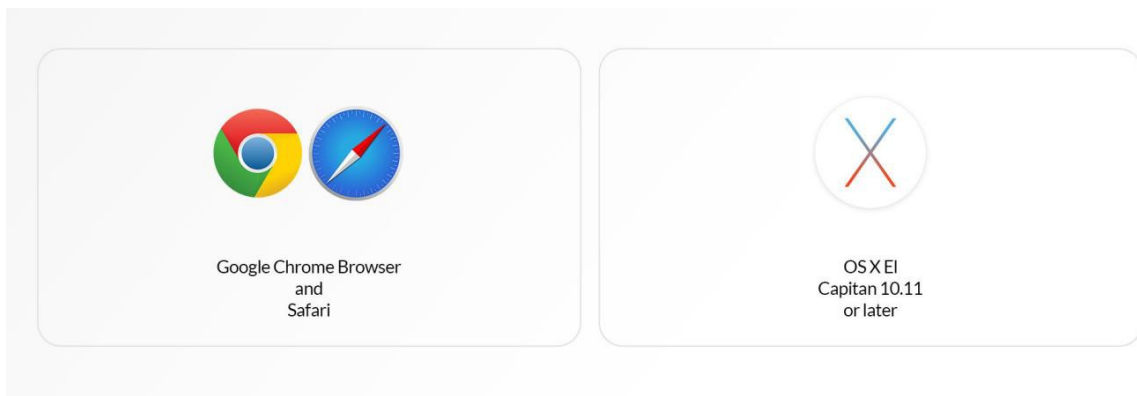
- i. Shipping agents must have an active subscription and registered with Pakistan Single Window (PSW).
- ii. Users must have valid PCS application credentials.
- iii. Shipping agents must be associated with shipping lines to perform the necessary operations through PCS.
- iv. Shipping agents must have a banking profile communicated to PSW by an AD.

5. System Requirements

To use PSW Portal on Windows®, the subscriber will require



To use PSW Portal on Mac®, the subscriber will need:





6. Shipping Line Management

6.1. Shipping Line Association

6.1.1. User login – Shipping Agent

- i. Please visit “www.pcs.gov.pk” and click on the ‘Member Area’ button.

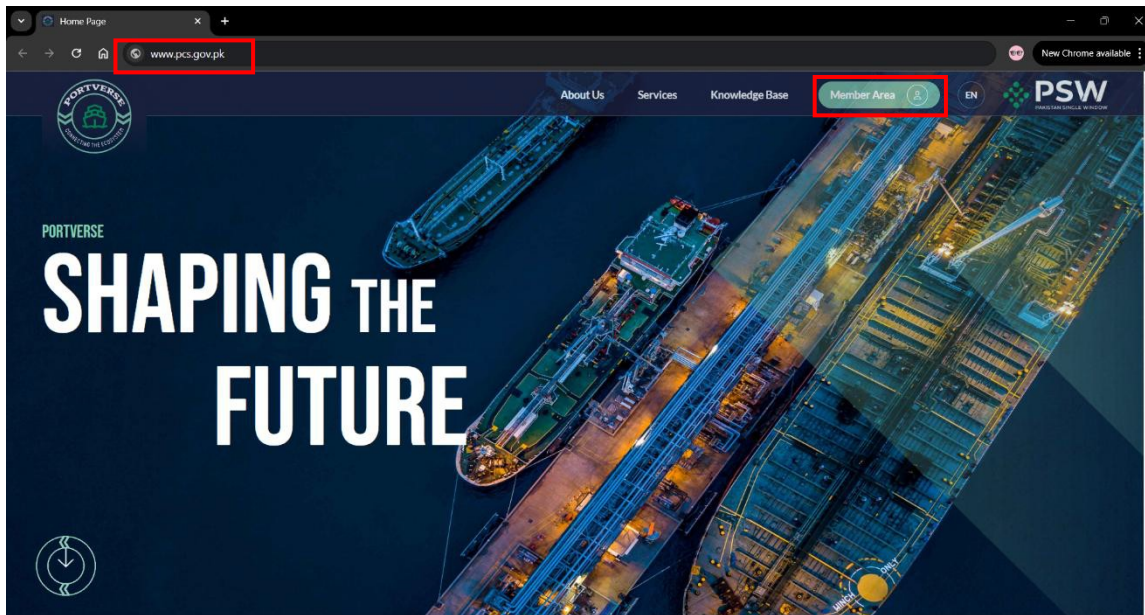


Figure 1 - Website Main Page

- ii. After clicking on the Member Area button, **Shipping Agent** will be redirected to the login interface of PCS application.
- iii. Enter User ID and Password.
- iv. Click on Eye View icon to see password.
- v. Click the “**Log in**” button and specify the **Role**. Main dashboard will appear.

Figure 2 – Log in Credentials



- vi. Note: 'Shipping Agent System' is for all employees and 'Shipping Agent Admin' is for administrators.

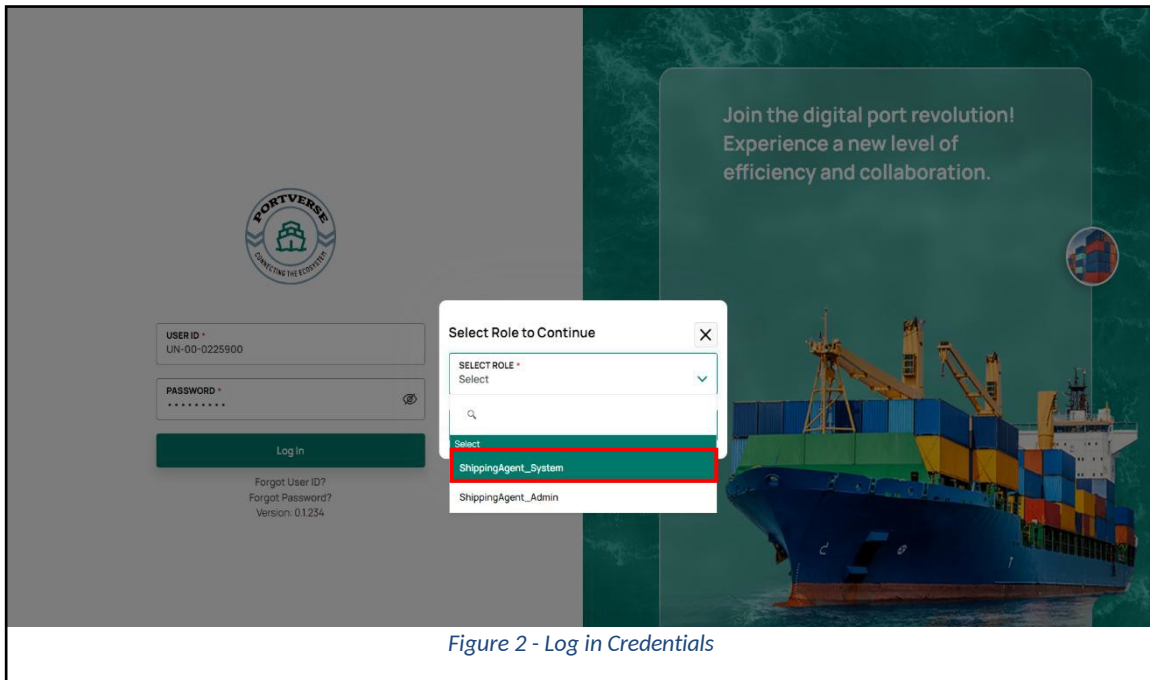


Figure 2 - Log in Credentials

6.1.2. Process to Add Shipping Line Association

- i. Click on the "Shipping Line Association" tab of the Main screen (dashboard).

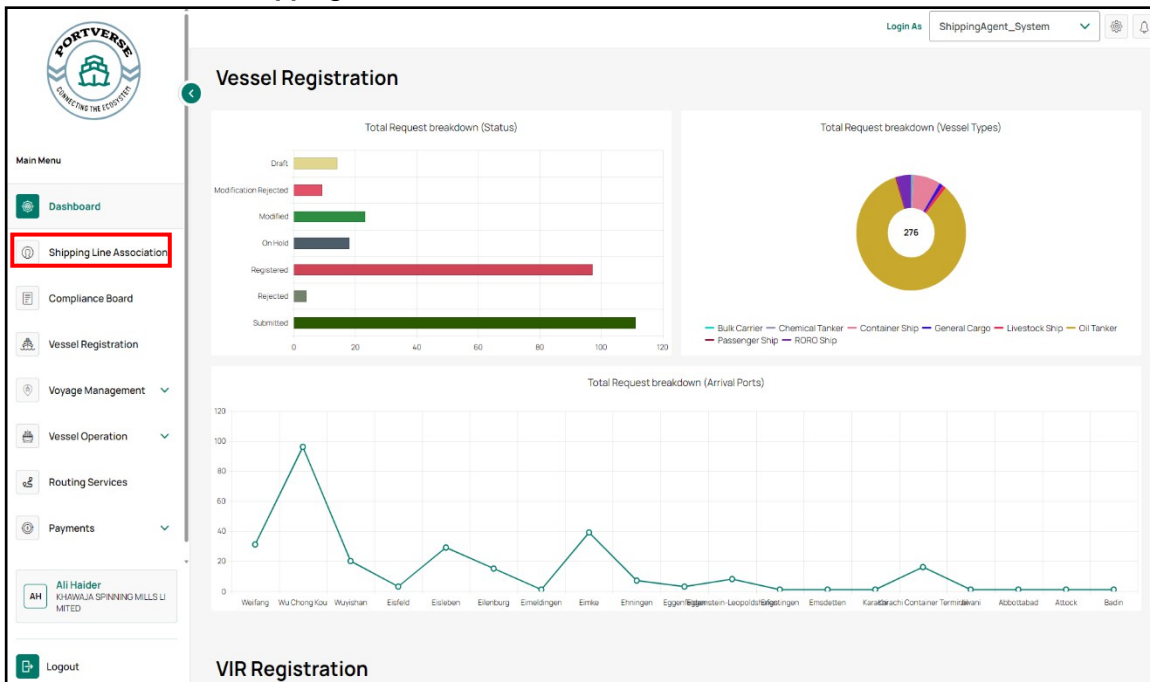


Figure 3 - Shipping Line Association



ii. Click on the button “Add Shipping Line” in the Shipping Line Association section.

Request ID	Vessel Agent	Shipping Line	Shipping Line ...	Vessel Operator	Status	Submitted	Action
LK-0000065	KHAWAJA SPIN...	CARAVEL LINE	CRV	VOC	Submitted	24/10/2024 15:...	
LK-0000064	KHAWAJA SPIN...	SEA MASTER	SMS	NVOC	Approved	23/10/2024 11:...	
LK-0000063	KHAWAJA SPIN...	BULKHAUL	BUL	VOC	Submitted	22/10/2024 16:...	
LK-0000062	KHAWAJA SPIN...	CONTSHIP	CS2	NVOC	Approved	22/10/2024 11:...	
LK-0000061	KHAWAJA SPIN...	WORLD CONT...	WCL	NVOC	Approved	18/10/2024 10:...	
LK-0000060	KHAWAJA SPIN...	WORLD CONT...	WCL	VOC	Rejected	18/10/2024 10:...	
LK-0000058	KHAWAJA SPIN...	CARGO GULF	CG	VOC	Rejected	15/10/2024 10:...	
LK-0000057	KHAWAJA SPIN...	ALLIANCIA	CAI	VOC	Approved	15/10/2024 10:...	
LK-0000056	KHAWAJA SPIN...	COMPAGINE IN...	CIM1	NVOC	Approved	02/10/2024 13:...	
LK-0000055	KHAWAJA SPIN...	BANGAL TIGER ...	BTL	VOC	Approved	26/09/2024 12:...	

Figure 4 - Add Shipping Line

6.1.1. Submit request to create New Shipping Line Association

iii. Make selection in the required fields.

Shipping Line Association

SELECT SHIPPING LINE *
Select

VESSEL OPERATOR *
Select

Attachments

Click + to add files/documents
Allowed Document Types: pdf, csv, png, xlsx, txt, jpeg, jpg, gif, bmp
Allowed Document Maximum Size: 25 MB

Name	Document Type	Upload Date	Expiry Date	Cr
No records available				

Discard Submit

Figure 5 - Create Shipping Line Association



iv. Click on + icon to upload the required attachment(s).

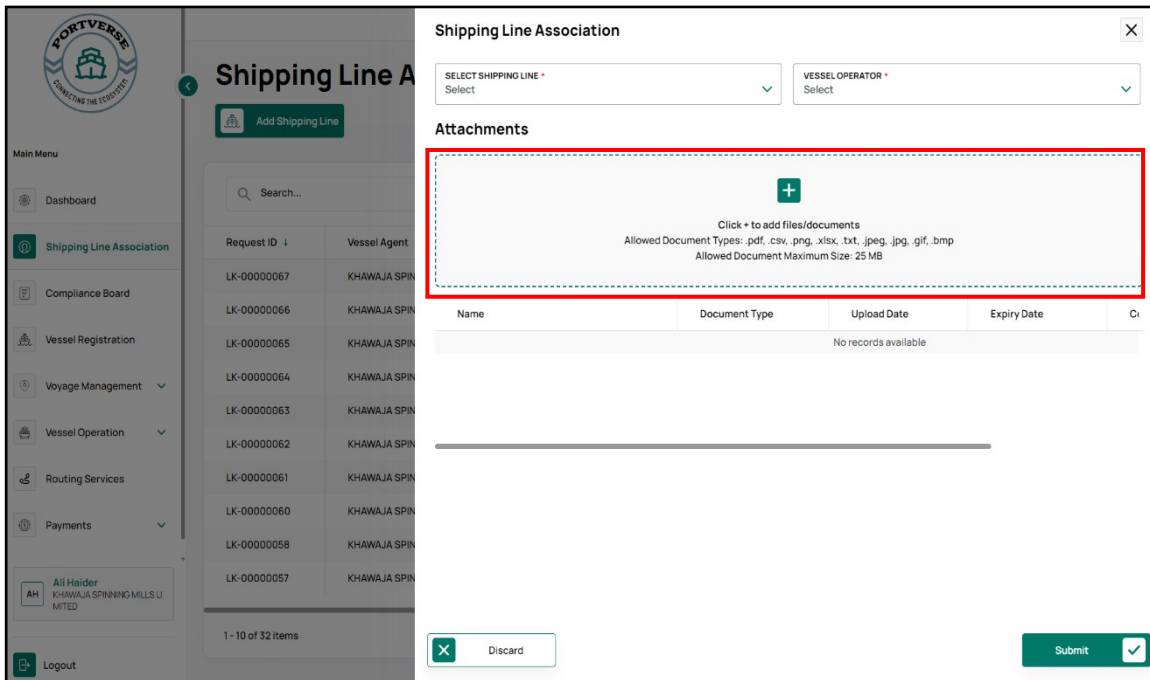


Figure 6 - Attachment Box

v. Select and upload the required document(s).

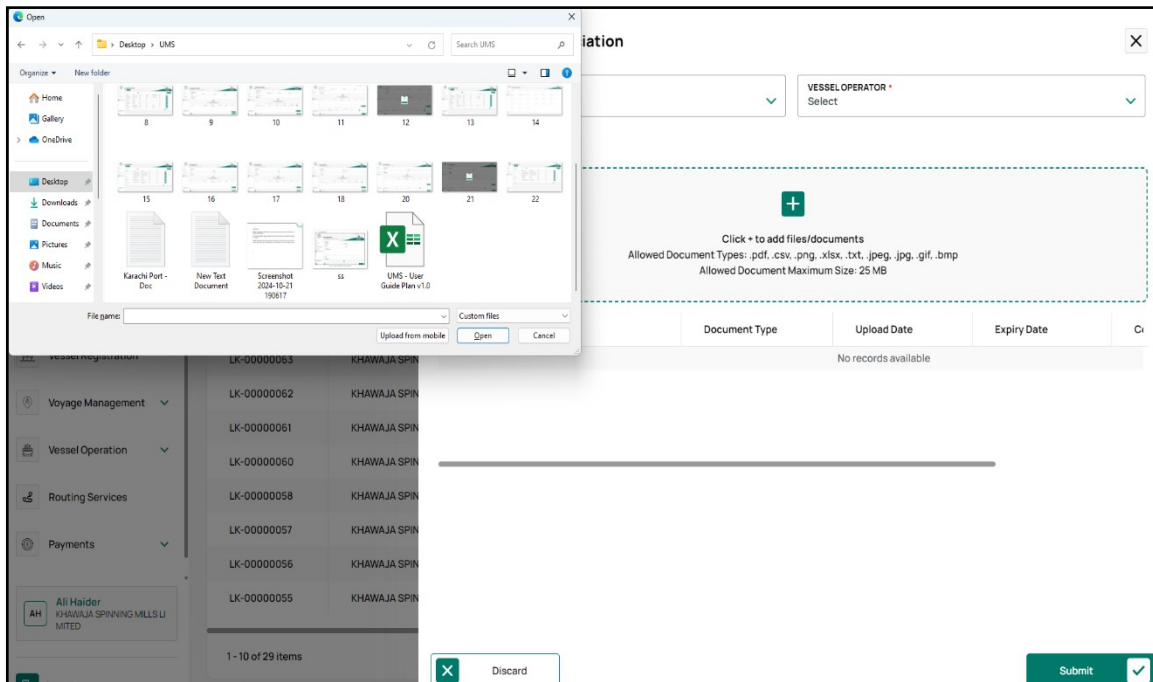


Figure 7 - Upload Documents - (i)

vi. Uploaded document(s) will appear under the Attachments section.

The screenshot shows the 'Shipping Line Association' interface. The left sidebar contains a 'Main Menu' with options like Dashboard, Shipping Line Association, Compliance Board, Vessel Registration, Voyage Management, Vessel Operation, Routing Services, and Payments. The user is logged in as 'Ali Haider KHAWAJA SPINNING MILLS LIMITED'. The main content area has a search bar and a table of shipping line associations. The 'Attachments' section is highlighted with a red box, showing a table with the following data:

Name	Document Type	Upload Date	Expiry Date	Comme...	Action
2610202412200...	Others	26/10/2024	02/01/2025	1 Doc	[Trash Icon]

Figure 8 - Upload Documents-(ii)

vii. Click on "Submit" button to proceed.

This screenshot is identical to Figure 8, but the 'Submit' button in the bottom right corner of the Attachments section is highlighted with a red box, indicating the next step in the process.

Figure 9 - Submit Request

- viii. Then a success alert appears.
- ix. Click on “Ok” button to proceed.

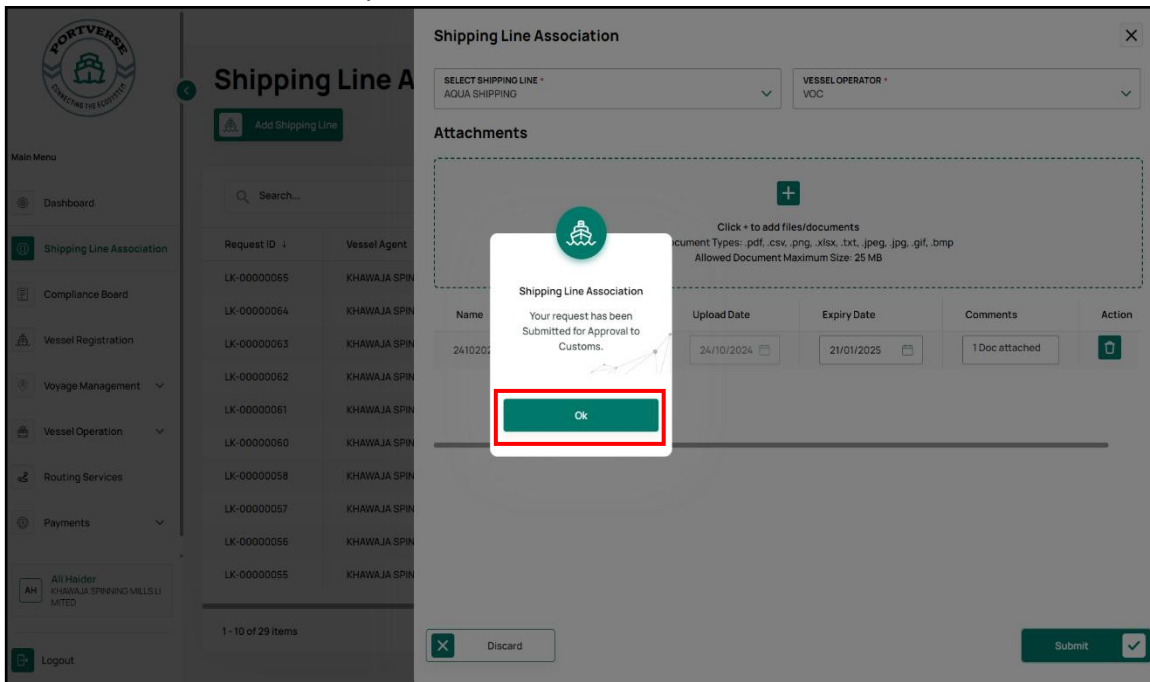


Figure 10 - Success Alert Message

- x. The submitted details of the Shipping Line will appear on the Shipping Line Association Main screen.

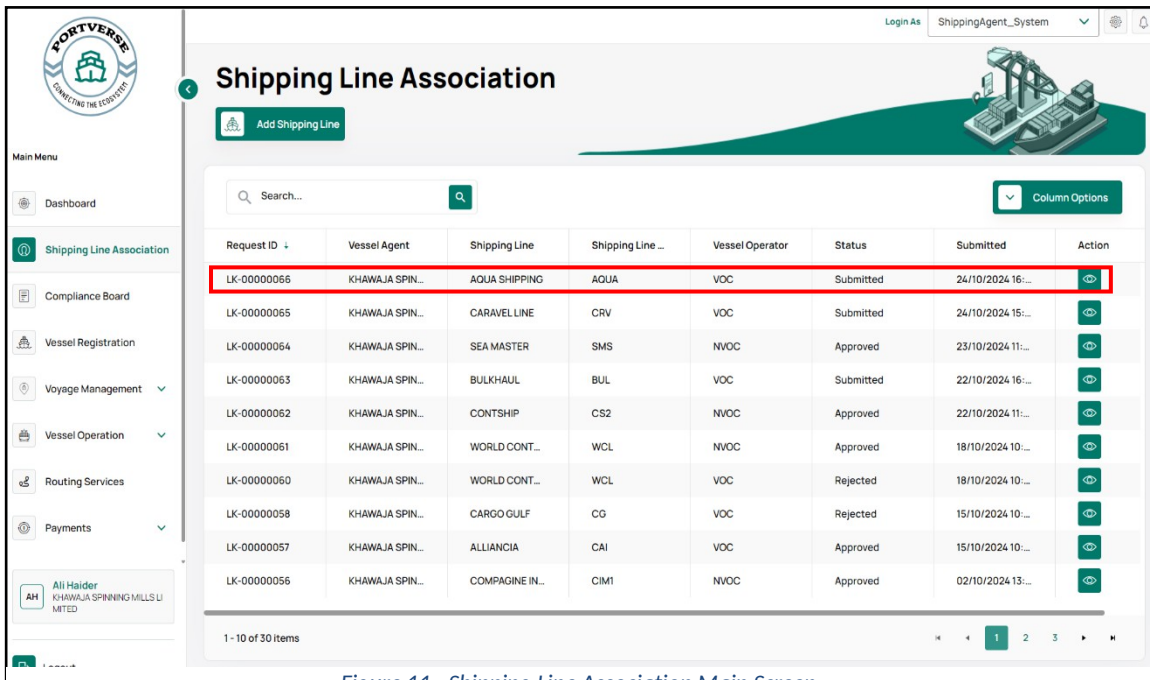


Figure 11 - Shipping Line Association Main Screen



6.1.2. Shipping Line De-Linking Request - Process to De-Link a Shipping Line

- i. Click on the “Shipping Line Association” tab of the Main screen (dashboard).



Figure 12 - Shipping Line Association

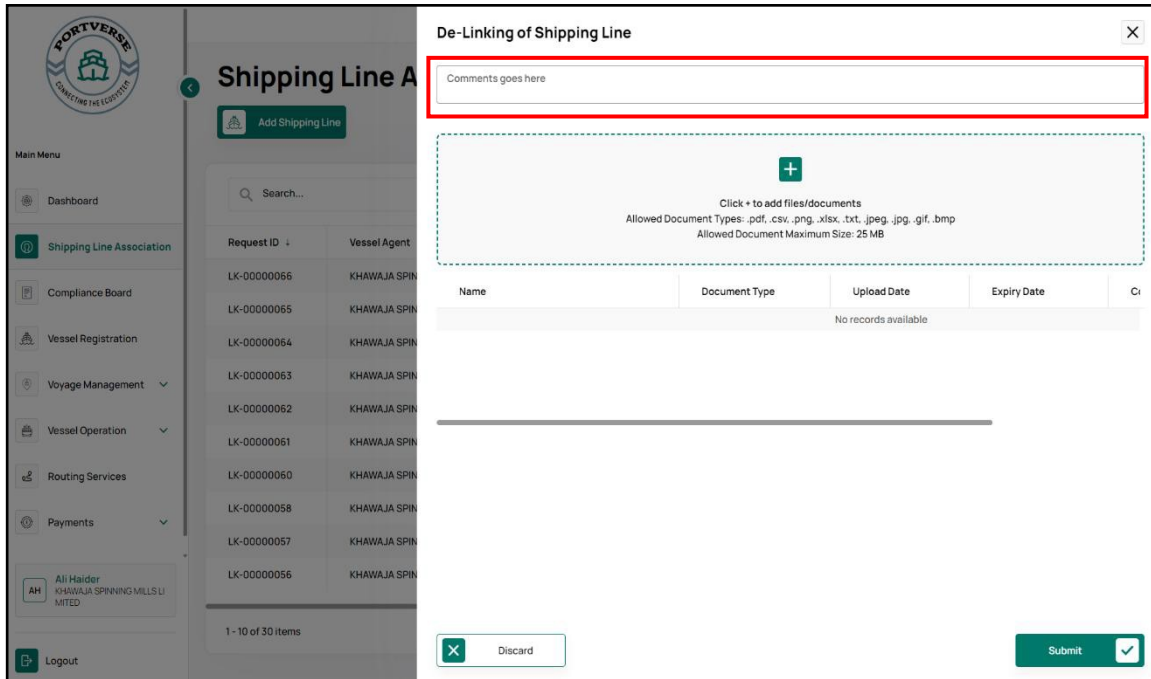
- ii. Click on the button “De-Link” in the Shipping Line Association section.

Request ID	Vessel Agent	Shipping Line	Shipping Line ...	Vessel Operator	Status	Submitted	Action
LK-0000066	KHAWAJA SPIN...	AQUA SHIPPING	AQUA	VOC	Approved	25/10/2024 17:...	
LK-0000065	KHAWAJA SPIN...	CARAVEL LINE	CRV	VOC	Submitted	24/10/2024 15:...	
LK-0000064	KHAWAJA SPIN...	SEA MASTER	SMS	NVOC	Approved	23/10/2024 11:...	
LK-0000063	KHAWAJA SPIN...	BULKHAUL	BUL	VOC	Submitted	22/10/2024 16:...	
LK-0000062	KHAWAJA SPIN...	CONTSHIP	CS2	NVOC	Approved	22/10/2024 11:...	
LK-0000061	KHAWAJA SPIN...	WORLD CONT...	WCL	NVOC	Approved	18/10/2024 10:...	
LK-0000060	KHAWAJA SPIN...	WORLD CONT...	WCL	VOC	Rejected	18/10/2024 10:...	
LK-0000058	KHAWAJA SPIN...	CARGO GULF	CG	VOC	Rejected	15/10/2024 10:...	
LK-0000057	KHAWAJA SPIN...	ALLIANCIA	CAI	VOC	Approved	15/10/2024 10:...	
LK-0000056	KHAWAJA SPIN...	COMPAGINE IN...	CIM1	NVOC	Approved	02/10/2024 13:...	

Figure 13 - De-Link

6.1.3. Submit request to De-Link a Shipping Line

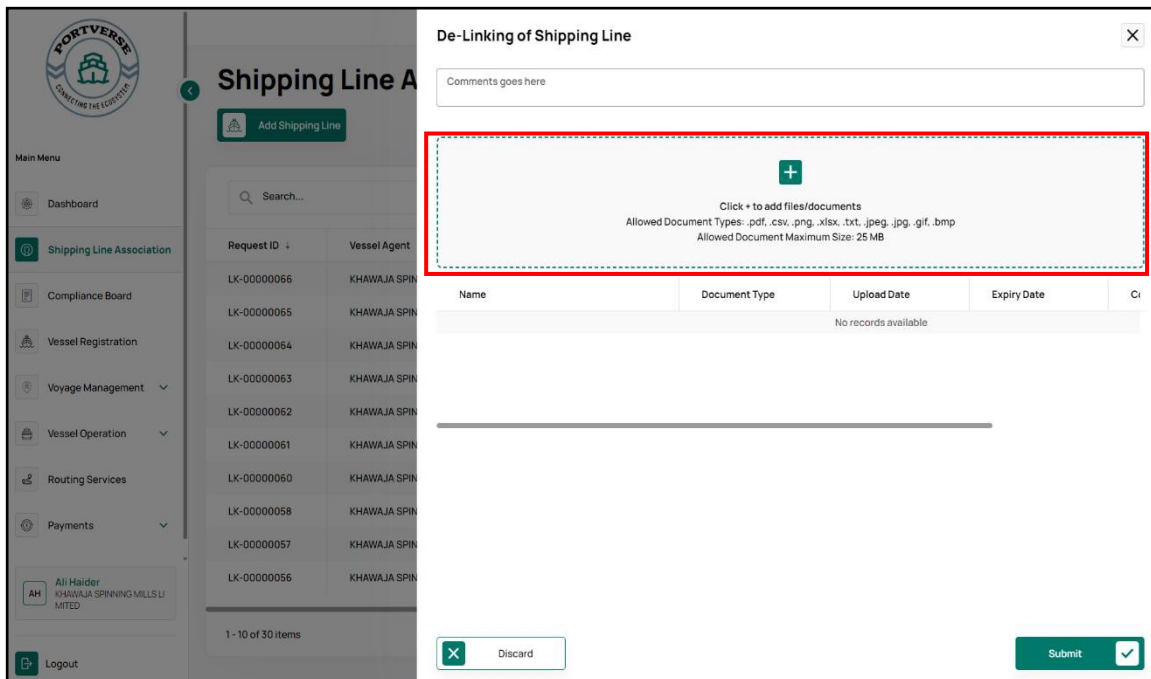
iii. Enter the required comments.



The screenshot shows a web application interface for 'De-Linking of Shipping Line'. On the left is a sidebar menu with options like 'Dashboard', 'Shipping Line Association', 'Compliance Board', 'Vessel Registration', 'Voyage Management', 'Vessel Operation', 'Routing Services', and 'Payments'. The main content area displays a table of shipping line associations with columns for 'Request ID' and 'Vessel Agent'. A modal window titled 'De-Linking of Shipping Line' is open, featuring a text input field for 'Comments goes here' (highlighted with a red border), a dashed box for document uploads with a '+' icon and instructions, and a table with columns 'Name', 'Document Type', 'Upload Date', 'Expiry Date', and 'Cr'. The table currently shows 'No records available'. At the bottom of the modal are 'Discard' and 'Submit' buttons.

Figure 14 - Comments

iv. Click on the upload icon to upload required attachment(s).



This screenshot is identical to Figure 14, showing the 'De-Linking of Shipping Line' form. In this view, the dashed box for document uploads (containing a '+' icon and instructions) is highlighted with a red border, indicating the step to click the upload icon.

Figure 15 - Attachment Box



vii. Select and upload the required document(s).

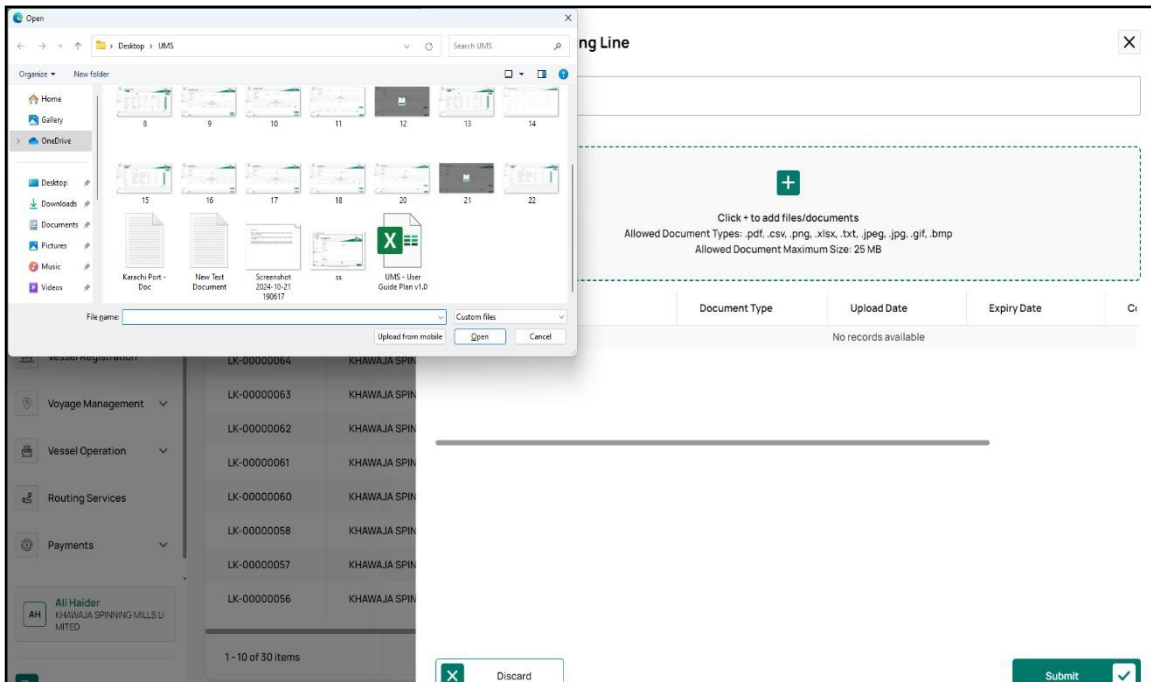


Figure 16 - Upload Documents - (i)

viii. Uploaded document(s) will appear under the Attachments section.

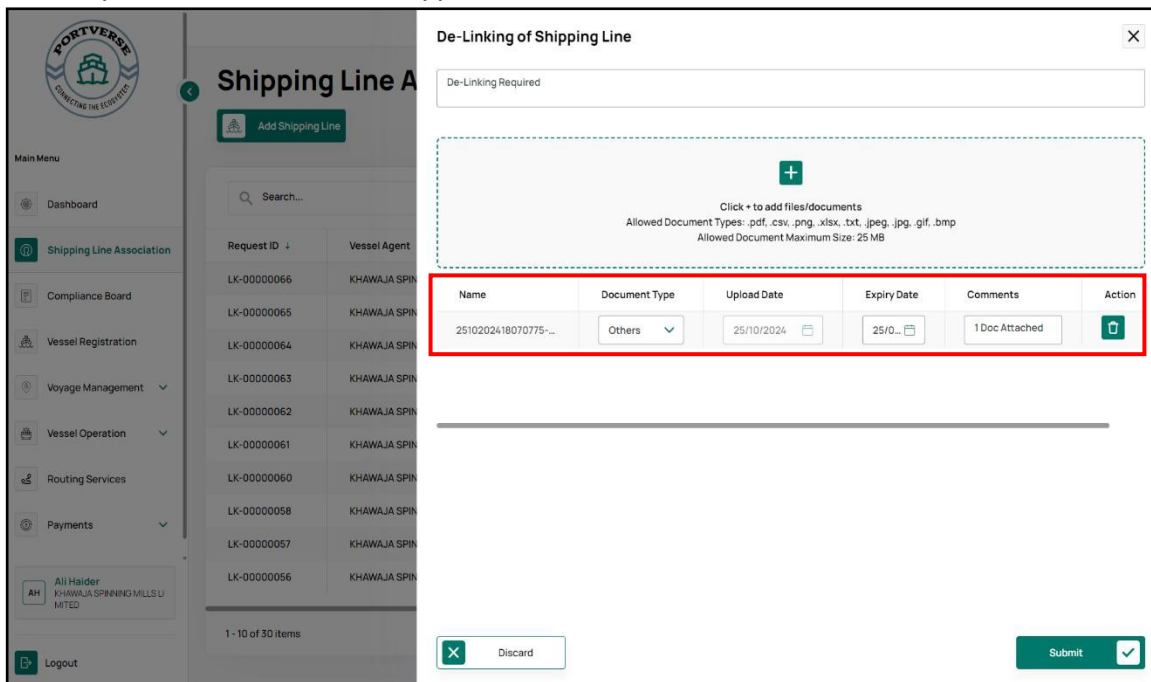


Figure 17 - Upload Documents - (ii)

viii. Click on “Submit” button to proceed.

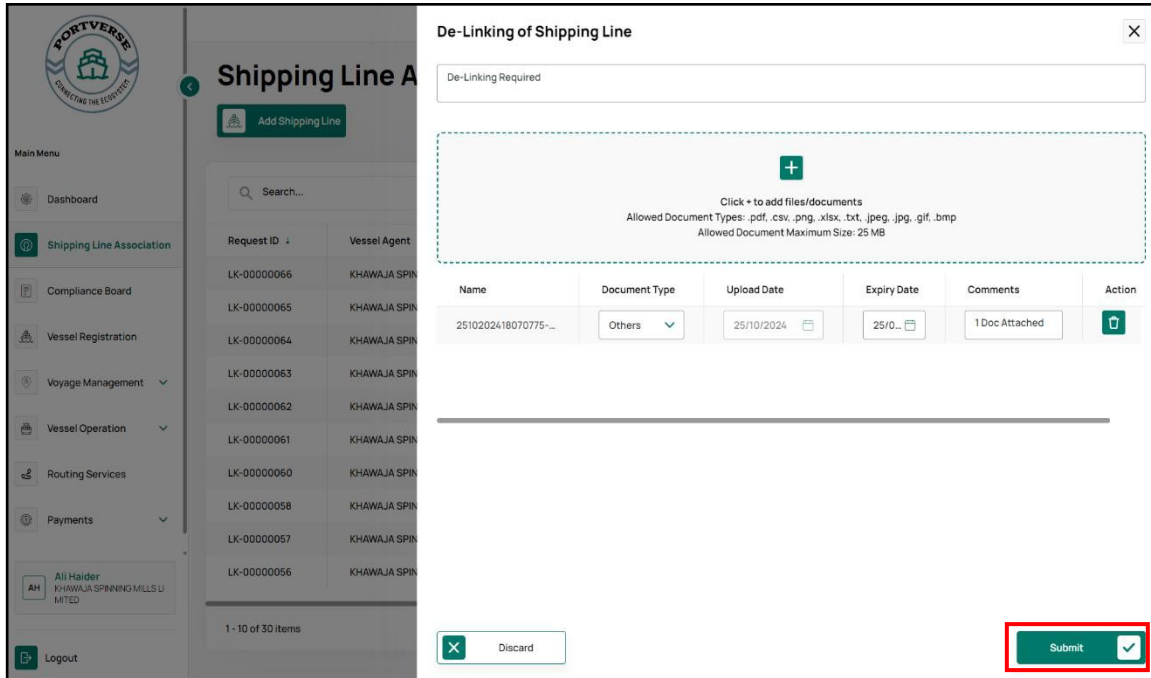


Figure 18 - Submit Request

i. Click “Yes” on the confirmation message.

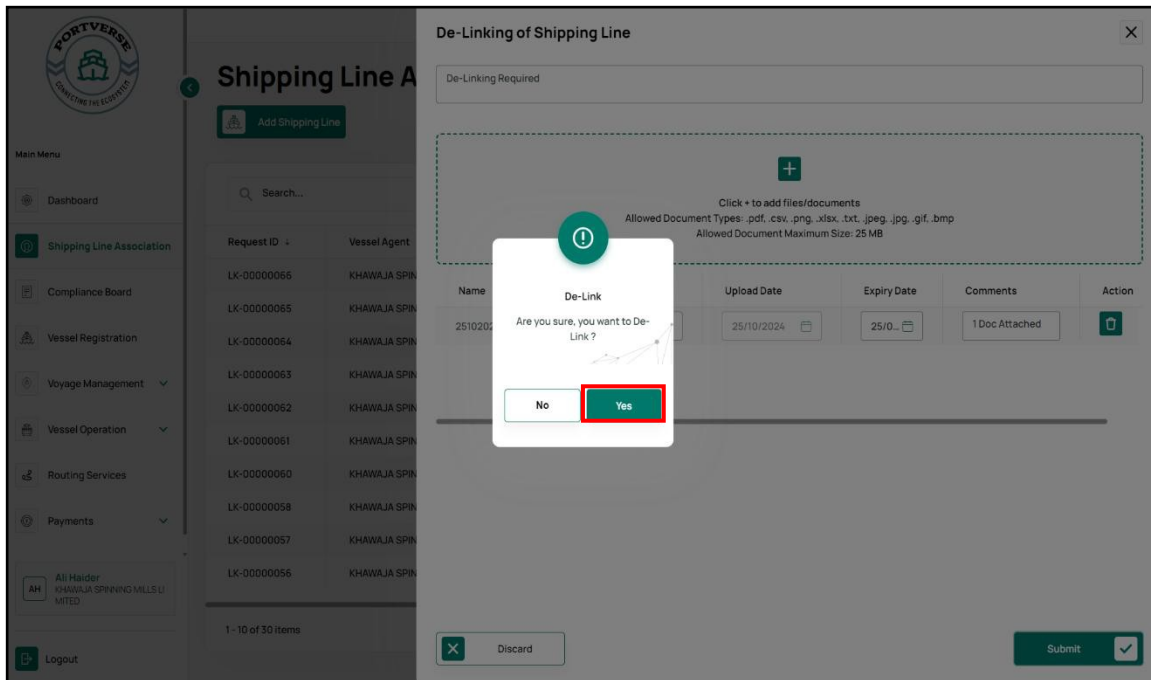


Figure 19 - Confirmation Message

- x. Then a success alert appears.
- xi. Click on “Ok” button to proceed.

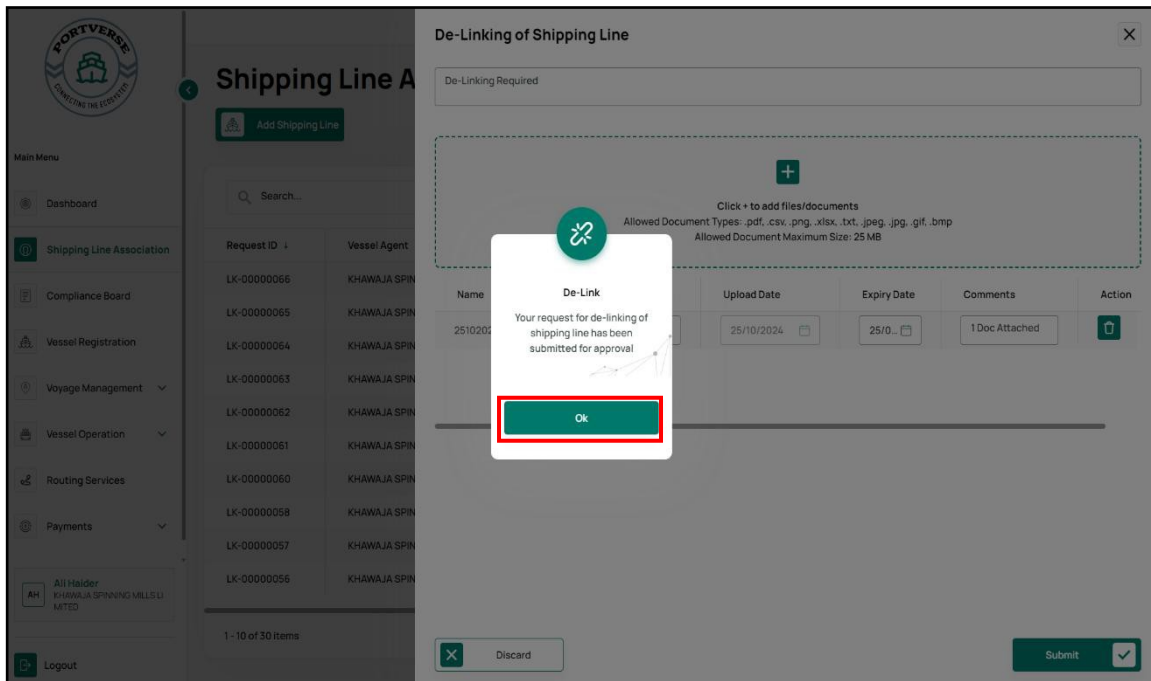


Figure 20 - Success Alert Message

- xi. Shipping Line Association Main Page will appear. Search for the required Shipping Line.

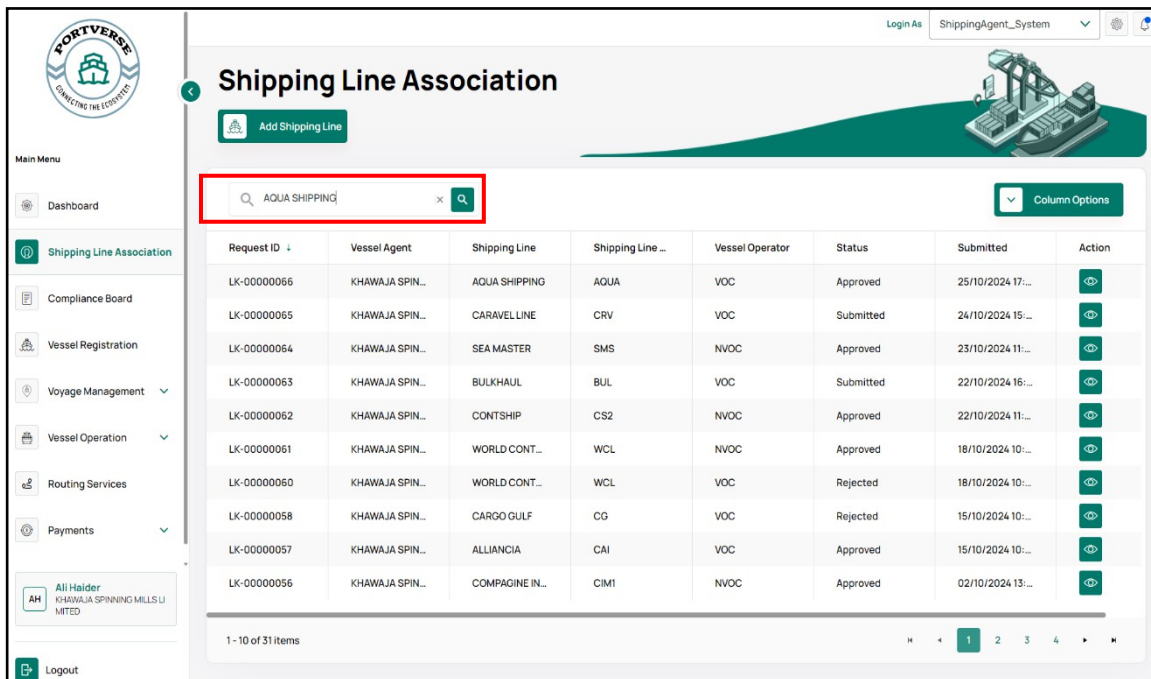


Figure 21 - Search Bar

ii. The De-Linked Shipping Line will be displayed on the screen.

Shipping Line Association

Search: AQUA SHIPPING

Request ID	Vessel Agent	Shipping Line	Shipping Line ...	Vessel Operator	Status	Submitted	Action
LK-0000066	KHAWAJA SPIN...	AQUA SHIPPING	AQUA	VOC	Approved	25/10/2024 17:...	
DL-0000025	KHAWAJA SPIN...	AQUA SHIPPING	AQUA	VOC	Submitted	25/10/2024 18:...	

1 - 2 of 2 items

Figure 22 - Shipping Line Association Main Screen



7. Contact Information Need any assistance?

Please feel free to contact us as:

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